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FREQUENTLY ASKED QUESTIONS

Bright Horizons Back-Up Care

FAQs: Overview

Bright Horizons Back-Up Care

Your employer has partnered with **Bright Horizons**[®] to help you better manage your many work, family, and personal responsibilities.

Bright Horizons Back-Up Care[™] provides access to back-up care for your children, adult, and elder family members during a lapse or breakdown in normal care arrangements.

Benefit Details

Register and Reserve Back-Up Care by visiting:

<https://clients.brighthorizons.com/sonypictures>

Download the App: Search "back-up care" in the [App Store](#) or [Google Play](#)

Back-Up Care

What is Bright Horizons Back-Up Care?

Bright Horizons Back-Up Care can be used anytime you need to be at work, but your family member needs assistance or support.

Examples of when you can use back-up child care include:

- Your child's school or child center is closed, either unexpectedly (e.g., snow day) or planned (e.g., school holiday).
- You have a change in your work schedule and need in-home child care for evening and weekend hours.
- You are in between child care arrangements.
- Your regular caregiver is unavailable.
- Your child is mildly ill and cannot attend their regular school or child care center.

Examples of when you can use back-up adult and elder care include:

- Your parent's or grandparent's regular in-home care provider is unavailable.
- Your parents live with your sibling...and your sibling has a temporary conflict and is unable to care for them.
- Your in-law(s) are in the hospital and you would like someone to be with them for support.
- Your spouse, domestic partner, or other adult family member is recovering from an injury or surgery and needs assistance.
- You are recuperating from an injury or surgery and need assistance for yourself.

What type of back-up care is available?

Care in high-quality centers for well children, screened in-home caregivers for children, and in-home adult and elder care is available. Care recipients may include infants, toddlers, preschoolers, school-age children, teens, and adult and elderly family members.

Where is back-up care available?

The benefit gives you access to a nationwide network of high-quality, licensed child care centers, including hundreds of accredited Bright Horizons child care centers across the United States. In addition, we have partnerships with 450 in-home care agencies that employ a total of nearly 200,000 experienced caregivers who travel up to 35 miles to provide care in your home or the home of your relative. Care options depend on the availability of these network providers in your area. While care is not guaranteed, Bright Horizons will make every effort to accommodate your request.

I do not see a local provider on the Bright Horizons Back-Up Care website. What should I do?

Bright Horizons will help to determine if there are contracted providers in your local area. The contact center, which is reachable at 855-853-5017, has the most up-to-date information on our contracted network, and they will try to help you find options that will suit your care requirements.

Who is considered an adult or elder relative?

Any adult or elder relative for whom you have care responsibilities is covered. This could be a parent, grandparent, spouse or domestic partner, in-law, adult child, etc.

What is the age limit for care recipients?

For center care, age limits will vary by location. Most centers can serve children from 6 weeks to 6 years of age; some serve children through age 12. For in-home care, there is no age limit.

How can I provide feedback regarding my care experience?

Your feedback is a critical part in helping us manage the quality and experience people have when using this program. We will email you a link to a survey following the last date of care each time you schedule care with us. Please take a few minutes to complete this survey and let us know how we're doing. In addition, feedback can be provided through the Back-Up Care site on each reservation for care, in the feedback link within your completed reservation list.

In-Home Back-Up Child, Adult, and Elder Care

When can I use in-home care for my child?

In-home child care can be used when you prefer to have care take place in your home, rather than in a child care center. One in-home caregiver can care for up to three children.

When can I use in-home care for my adult and elder family members?

In-home adult and elder care is available to cover a wide variety of care needs. In-home care is provided to your adult or elder family member in the comfort of his or her own home (or assisted living facility) and is available anywhere in the U.S. within established proximity of our in-home care agency partners. Any adult or elder for whom you have care-giving responsibilities is covered. Some reasons you may choose to use in-home care for adult and elder family members include:

- **Respite care** – which is perfect if your adult or elder family member’s normal caregiver is not available, or if that primary caregiver needs a day outside the house.
- **Recovery care** – which is a great option if your adult or elder family member has had minor surgery and needs a caregiver for the first few days of recovery at home.

How can I be assured the in-home caregivers provide a safe environment?

In-home care is designed to provide comforting, individualized care for your child, adult, or elder relative in the familiar surroundings of home. When your family member is in need of temporary care or assistance, our qualified caregivers provide in-home support so you can get to work free of worry.

In-home caregivers are all employed by Bright Horizons or the agencies Bright Horizons has contracted with and they are professionally trained, screened, and credentialed. Experienced in child or geriatric care, caregivers are carefully selected and meet stringent credentialing requirements, pass extensive background checks and screening processes, and are trained in CPR/First Aid.

Can I set up a “meet and greet” with an in-home caregiver prior to needing care?

You may request to set up a “meet and greet” with the caregiver in advance; however, we cannot guarantee that the specific caregiver you meet will be available on a day when you actually need back-up care. When a “meet and greet” is scheduled, your employer’s specific policies would apply for the caregiver to come to your house. All applicable care minimums apply. Please note: it is also a requirement for caregivers to contact you prior to care to introduce themselves, discuss your child or adult or elder relative’s care needs, and more.

Who is authorized to greet and release the in-home caregiver?

When the scheduled care is for a child, an adult (at least 18 years of age) must be present both when the caregiver arrives and departs. The adult must be someone who is willing to take responsibility for the care recipient(s) should the caregiver fail to arrive or otherwise be unable to provide care at the last minute. This can include, but is not limited to, a parent or guardian, a grandparent, an adult sibling, or a friend of the family. The adult, or adults, must be identified at the time care is requested.

The parent or guardian must take responsibility for greeting and/or releasing the caregiver in the event that the adult designated is unable to perform that function. Adult care recipients generally do not require a designated greet and release individual.

Can the in-home caregiver do light housekeeping?

An in-home caregiver can perform light housekeeping as it relates to the care of the care recipient only. Light housekeeping normally includes: cleaning kitchen after meal/snack preparation, straightening up family/living room and child’s room (if the child has played in the room during the day), etc. Light housekeeping does not include the following: vacuuming, laundry, dusting, cleaning of restrooms/bathing areas, etc. The only time a caregiver may provide any of the above services is when the care recipient has created a mess requiring the above services.

Can the in-home caregiver prepare meals?

An in-home caregiver can prepare meals as it relates to the care of the care recipient only. Meal preparation normally includes: cooking meals and preparing snacks for the care recipient to be eaten during the hours of care. Meal preparation does not include preparing meals for upcoming days/weeks or preparing meals for other family members not using the benefit.

Can the in-home provider administer medication?

In-home caregivers may not dispense prescription or over-the-counter medication directly to any care recipient in their care. Caregivers may apply non-prescription topical ointments to a care recipient in their care. Caregivers are only allowed to remind the adult/elder care recipient to take his or her pre-measured medication at an assigned time where authorized by the employee. You may make other arrangements for third parties to dispense medications (such as a neighbor), provided the caregiver is notified in advance.

In-home care professionals that can dispense medication vary by state regulations, but generally are Registered Nurses (RNs) or Licensed Practical Nurses (LPNs). Medical care must be requested at the time the reservation is placed and an additional fee of \$50 per hour (1 hour minimum) will apply if dispensing of medication and/or certain medical procedures (including wound care) are required for the care provided.

Can the in-home caregiver provide transportation?

Caregivers may not transport any care recipient in a private vehicle. Caregivers are only allowed to accompany a care recipient using public transportation (i.e. taxi, bus, train, or special transit) when required in connection with the care provided and only with the prior authorization of the employee and notification of Bright Horizons. In the case of adult or elder care, caregivers are allowed to accompany a care recipient when driven in a private vehicle by the care recipient or an acceptable family member or acquaintance of the care recipient.

Can the in-home caregiver engage in outdoor activities with my family member?

Caregivers are required to provide care for care recipients in the homes of employees, the adult or elder relative, or other authorized locations. Caregivers may leave the premises only with your prior authorization. Outdoor activities are limited by the transportation policy.

Caregivers may not accompany care recipients to any body of water (public or backyard pools, lakes, etc.), other than in connection with a pre-arranged activity that a third party is responsible for (such as a swimming lesson with an instructor), and only with your prior authorization.

Are visitors allowed to come to my home while I am using in-home care?

No visitors are permitted on the premises without your prior authorization. No authorized visitors may be under 18 years of age (unless they reside in the home). Authorized individuals must provide photo identification in order to be given access to the care recipient.

If I like a specific in-home caregiver, can I request him or her in the future?

Yes. Bright Horizons will work to secure care with your preferred in-home caregiver. However, the caregiver may not always be available if he or she is confirmed for another family's back-up care request.

If I am traveling for work and need to bring my child, is care available in my hotel room?

Yes. Care that takes place at a hotel is provided by our in-home agency network. With approval from you, the caregiver and the care recipient(s) are allowed to leave the room during care. Additionally, the caregiver and the care recipient(s) are allowed to leave the grounds of the hotel during care with written consent from you, which must be provided to Bright Horizons prior to care taking place.

Center-Based Back-Up Child Care

How can I be assured a center is a safe environment for my child?

All the child care centers that provide back-up care meet stringent quality requirements and are licensed by the state in which they operate. Each center offers a developmentally appropriate curriculum led by qualified teachers, follows strict health and safety policies, and ensures appropriate teacher-to-child ratios for each age group.

These centers are specifically designed to provide a warm, inviting, and engaging environment where children actively explore and participate. Teachers in back-up care settings are specially trained to tune into your child's needs and interests, to help you comfortably transition at drop-off

time, and to help your child feel welcome, secure, and at ease in what is usually an unfamiliar and new environment.

Can center staff administer medication?

Each child care center in the back-up care network has its own policies regarding medications based on local and state regulations. Please check with the center you will be using, should the need for medication administration exist or arise at any point during the provision of care.

What information will I need to bring to a child care center?

Once you schedule care, you will need to complete some information and forms to submit to the center. The specific materials required vary based on state and local requirements, but may include birth certificate, immunization records, and primary care physician contact information. The information is required by state licensing for the safety and care of your child and must be completed and given to the center in order to receive back-up care. Our care consultants can provide more details on specific requirements.

Back-Up Care Payments and Reimbursements

How do I pay for the service?

Any applicable copayments are collected by Bright Horizons. Visit <https://clients.brighthorizons.com/sonypictures> and select “Request Care” on the Reserve Back-Up Care tile prior to making a care reservation to learn more about your employer’s specific copay policy and collection method.

Can I find my own provider to use for back-up care?

You are required to utilize centers and in-home providers that are contracted with Bright Horizons Back-Up Care.

Can I use a flexible spending account (FSA) to pay the copay associated with care?

If there are copays, they must be paid with a standard payment method. Often, copays may be reimbursable through your FSA program (subject to the terms of your employer's FSA provider). In order to get reimbursed, you must submit the proper paperwork to your FSA vendor.

If my child becomes sick and has to leave the care facility, will I receive a refund for that day of care?

As with any child care program, if your child becomes sick while at the child care facility, you will need to remove your child to prevent the illness from spreading to other children. There will be no monetary refund or credit to your back-up care allotment.

Back-Up Care Eligibility and Registration

How do I register?

You and your family member(s) must be registered for Bright Horizons Back-Up Care before you may make a reservation and use the back-up care services. We strongly recommend that you register in advance so that you are ready to use the benefit when you need care. Registration is at no cost. Register through the Bright Horizons Back-Up Care mobile app (available from the App Store or Google Play), or by calling the toll-free number at 855-853-5017. Care consultants are available 24 hours per day, 7 days a week.

How do I create a “Care Profile” and what information do I need?

On the home page, click on the blue “Create Your Care Profile” button and follow these steps:

- **Fill Out Your Employee Profile:** Provide your relevant contact and employment information.
- **Add Care Recipients:** Enter your relationship, care location(s), and health information, and download/complete any required care forms.
- **Enable Authorized Contacts:** Add any adults (e.g., spouse/partner, grandparent, friend) as emergency contacts and/or individuals who are authorized to pick up care recipients.

- **Enter Care Locations:** Let us know where you will typically need care.

Can I access back-up care from my phone?

Yes — you have back-up care at your fingertips with the Bright Horizons Back-Up Care mobile app. You can download it by searching “back-up care” in the App Store or Google Play. And once you’ve downloaded the app, be sure to register for your back-up care benefit so you can submit reservation requests anytime, anywhere — even when you’re on the go.

What can I do with the Back-Up Care mobile app?

Once you’ve downloaded the Back-Up Care mobile app, you’ll have the ability to:

- Register for back-up care
- Submit new or duplicate previous back-up care requests
- Request a child care provider you used previously
- Find nearby child care centers and view each location on a map
- Add confirmed reservations to your device’s calendar
- Stay updated with real-time notifications and confirmations
- Easily manage your payment methods

Does the family member who needs care have to be covered under my insurance to receive care?

No. Any care recipient who relies on you as a primary caregiver, or a direct adult relative (i.e. parent, in-law, grandparent) qualifies to receive care through Bright Horizons Back-Up Care when normal care arrangements break down. Those eligible care recipients are not required to be covered under your insurance.

Is my adult family member who needs care required to live with me to be eligible for the services?

No, the adult family member does not have to live with you. Back-up care is available nationwide, so even if the family member lives in a different community or state, you can still take advantage of the benefit.

Can spouses or domestic partners register?

Upon registration, Bright Horizons will verify your eligibility by requesting specific information related to your employment. For that reason, you are required to initiate the registration process online or over the phone. Once a username and password has been created for your online account, you can add your spouse or partner as an authorized user so that they can access the account.

What information is needed to register my family member?

Information such as the care recipient's name, birth date, any known allergies, and emergency contact will be required. You can find full details of what's needed online by visiting the back-up care website.

Do I have to register every year?

No. You only have to register once and can do this anytime. However, depending on the care needed, you may need to provide additional information for the unique center or in-home provider you use.

Back-Up Care Reservations

Is registering the same as making a reservation?

No. You and your family member(s) must be registered for Bright Horizons Back-Up Care before you may make a reservation and use the back-up care services. Register online with a few simple steps, use the Bright Horizons Back-Up Care mobile app, or contact us by phone and a knowledgeable care consultant will help you complete registration. Registration is free, so we strongly recommend that you register in advance so you are ready to use the benefit when you need care.

Do I have to make a reservation?

Yes. Reservations allow our care consultants to secure the type of care you need, on the specific day(s) that you need care, and also alert the care provider to the specific needs of your family so he or she is prepared. You can make reservations for back-up care in advance of the date care if

needed. See the back-up care website for details. Reserve care either online via the Bright Horizons benefit website, through the back-up care mobile app, or by calling our contact center.

If I do not use all of my back-up care allotment during the year, does it rollover?

Your annual allowance of back-up care must be used during your allocated use year. Any unused days are forfeited.

If I work non-traditional hours, such as evenings and weekends, can I still use the benefit?

Evening and weekend care (typically in-home) is available and your company's standard benefit details will apply. However, you must be working during the time care is needed.

Will my employer know that I am using the benefit?

Yes, Bright Horizons will provide monthly utilization reports to your employer to show who has registered for and used the benefit.

What is the cancellation policy?

You must cancel by 5:00 p.m. local time at least two (2) business days before the date of care. For example, care requested for a Friday must be canceled by 5:00 p.m. on Wednesday. If care is canceled after 5:00 p.m. local time two (2) business days before the date of care, you will be charged the use against your annual limit and any applicable copayment will be collected per your employer's benefit parameters.

Questions?

Call the Bright Horizons toll-free number at 855-853-5017. Care consultants are available 24 hours per day, 7 days a week.

FREQUENTLY ASKED QUESTIONS

Steve & Kate's Camps



FAQs: Overview

Steve & Kate's Camps

Your employer has partnered with **Bright Horizons**® to help you better manage your many work, family, and personal responsibilities.

As part of your *Bright Horizons Back-Up Care*™ benefit, you have the option to use your back-up care benefit with Steve & Kate's Camp to provide online activities through their virtual camp platform, as well as onsite camp options for your children.

Benefit Details

Register and Reserve Back-Up Care by visiting:

<https://clients.brighthorizons.com/sonypictures>

Download the App: Search "back-up care" in the [App Store](#) or [Google Play](#)

Camps With Steve & Kate's

Who is Steve & Kate's Camp?

Steve & Kate's Camp is a premium provider of camp programs. Bright Horizons has partnered with Steve & Kate's Camp to provide fun, quality camp options through Bright Horizons Back-Up Care since 2016.

Steve & Kate's Camp has been in business for more than forty years and believes in providing children the opportunity to choose their activities with a variety of options to participate in. Their philosophy is to create a community where kids can be themselves.

What age ranges can participate in camps?

Onsite camp options are available for children ages 5-12, with virtual camp options available for children 3-12 years of age.

What types of camps are available?

1. **Onsite Camps** include local camp options to cover holidays, school breaks, or anytime regular care and school is not an option for your child.
2. **Virtual Camps** provide an interactive camp experience featuring a wide range of award-winning online classes and clubs in one easy-to-use platform.
3. **Steve & Kate's Camp activities at Bright Horizons Centers** offer Steve & Kate's Camp STEAM activities at a Bright Horizons center near you.

Are onsite camps offered anywhere?

Onsite camp options are available nationwide in the US. Visit <https://backup.brighthorizons.com> to find a camp near you!

What technology is required at home to access virtual camps?

Campers can join from any device that has web-based browsing, Zoom, and an internet connection. We recommend having an internet connection of at least 10 megabits per second to ensure solid connectivity.

What activities are available?

There is something for everyone under one roof:

1. **For onsite camp options**, campers can enjoy a wide range of activities, including: coding, robotics, stop-motion animation, maker crafts, sewing, baking, filming, sports, and recreational play. Activities offered can vary by location.
2. **For virtual camps**, activities include crafts, Roblox, fitness, Minecraft, digital art, space exploration, mathletes, acting games, and more. Visit their site for a daily list of activities here: <https://join.steveandkatescamp.com/virtual/schedule/>.

What registration is required?

You will need to register for Steve & Kate's Camp through Bright Horizons Back-Up Care in order to access the platform. Registration needs to take place at least one day before the start of the camp program. Log in or create an account at <https://backup.brighthouse.com> to access this program.

How far out can I reserve camp?

Camp requests follow existing back-up care reservation policies for your organization, which is generally up to 90 days in advance.

What is the exchange rate between back-up care uses and camps?

You will receive one day camp for each back-up care use.

During the day of camp, children can participate in as many activities as they wish throughout the day.

What is the capacity for onsite camp activities?

Capacity varies depending on the type of camp and location. Generally, camps capacity can range from a minimum of 50 campers per day and a maximum capacity of 200 campers per day.

What is the capacity for virtual camp activities?

Many individual activities have limitless capacities, while others may have maximum spots available at any given time. Campers will always have other activities available if their selected program has reached capacity for a session.

Can virtual camp reach capacity for a certain day?

There is no official camp capacity across the platform. Certain activities may reach capacity, and while it may not be their first choice, there will always be something available for campers to watch or participate in.

What parental supervision is needed for campers, particularly for younger (preschool and elementary school-age) children?

Very little supervision is required. Virtual camp is not a substitute for in-person supervision, so for elementary-school-age campers it is appropriate to maintain the level of supervision you would for any other passive activity. For some of our older campers that means that they are home alone. For campers in 1st-3rd grade that usually means an adult is within earshot. For our youngest campers who may lack dexterity to click a mouse or are not familiar with mute and unmute buttons, there may be an additional need for minimal supervision or support from an adult or older sibling close by.

Are any special materials required for virtual camp?

Any materials a child might need are likely at home already (such as paper, scissors, etc.). The class description will explain what materials are needed in advance.

Questions?

Call the Bright Horizons toll-free number at 855-853-5017. Care consultants are available 24 hours per day, 7 days a week.

FREQUENTLY ASKED QUESTIONS

Tutoring Through Bright Horizons



FAQs: Overview

Tutoring Through Bright Horizons

Your employer has partnered with **Bright Horizons**[®] to help you better manage your many work, family, and personal responsibilities.

Bright Horizons provides access to tutoring for your child, including instant homework help in reading, math, science, social studies, and 3,000+ other subjects. There are additional options available for adult and college-aged learners, including yourself!

Benefit Details

Register and Reserve Back-Up Care by visiting:

<https://clients.brighthouse.com/sonypictures>

Download the App: Search "back-up care" in the [App Store](#) or [Google Play](#)

TUTORING THROUGH BRIGHT HORIZONS

Why did Bright Horizons add the tutoring option?

Bright Horizons continues to add and enhance services to meet benefit users' evolving needs. In response to the continued need for academic support, we have added the option to reserve tutors through *Bright Horizons Back-Up Care*™.

This enhancement allows those eligible to use the back-up care benefit to arrange personalized tutoring in 3,000+ subjects to help them or their child stay on track.

Learn more about our tutoring option here: <https://bh.social/TutoringFamily>

Which ages are served by tutoring?

Tutoring is available for adult learners and dependents aged 5+.

Who provides the tutoring?

Tutoring providers are selected based on their quality, learning platform, and breadth of topics. Varsity Tutors®, Sylvan Learning and Revolution Prep are nationally recognized tutoring providers and our current partners for this program. Sylvan focuses on K-12 learners, Revolution Prep focuses on K-College, and Varsity Tutors focuses on all ages and levels. At this time, tutoring for 18+ age groups is available only through Varsity Tutors and Revolution Prep.

Which subjects are available?

Tutoring can assist you and your children and teens with reading, math, and more than 3,000 other subjects. Tutoring for learners 17+ also include the following popular subjects:

- College Learning: Calculus, Chemistry, Statistics, Accounting, and Computer Science
- Graduate School Entrance Exams: MCAT, LSAT, and GMAT
- Adult Learning: Spanish, Microsoft Excel, Public Speaking, ESL, Chess
- Professional Certifications: NCLEX, PRAXIS, SIE, CPA, Real Estate License
- Technical: Autocad, Python, PMP, Java, Adobe Illustrator

How much tutoring is provided per reservation?

It is 4 hours per Back-Up Care use, but users can schedule up to 12 hours of tutoring in one reservation.

How much does tutoring cost through back-up care?

Any applicable copayments are collected by Bright Horizons or by your employer at the time of booking your tutoring reservation through the back-up care site or mobile app. Visit the back-up

care website or mobile app prior to reserving tutoring to learn about your employer's specific copay method.

How can I see and access tutoring through my Bright Horizons benefits?

Tutoring can be accessed through the back-up care site (<https://backup.brighthorizons.com>) or mobile app.

Can I use the Bright Horizons Back-Up Care app on my phone to make a tutoring reservation?

Yes! You can make your reservation more easily through the mobile app. To download, search "back-up care" in the [App Store](#) or [Google Play](#). Just select "Request Care" then select "Tutoring" to make your request.

Can tutoring hours be scheduled at different days and times?

Yes! You receive a number of hours of tutoring for each back-up care use and can schedule tutoring in 1-hour increments according to your or your child's needs. You can exchange as many uses as you'd like!

How long will tutoring hours be available?

You must schedule and use tutoring hours within 90 days.

Do I need to create a Bright Horizons Back-Up Care account to reserve tutoring?

Yes, because you will request tutoring through the back-up care site or mobile app. Log in or create an account at <https://backup.brighthorizons.com> or through the mobile app to access this program.

Do tutoring requests count toward my back-up care use bank?

Yes. Tutoring requests will be deducted from your back-up care use bank.

How do I schedule tutoring?

It's easy to book tutoring through Back- Up Care.

Here are the steps:

- Login to your Bright Horizons Back-Up Care account (backup.brighthorizons.com)
- Click Tutoring and Select a provider
- Enter details regarding your address and student
- Confirm the exchange of hours, create or confirm profile details and payment method, accept terms and then check out/purchase the

credits

Bright Horizons will:

- Send a confirmation email with details about Tutoring and next steps

The tutoring provider will:

- Send an introductory email to you within 1 business day, which includes account set-up information and contact information for their support team (if needed)

You will:

- Create an account with the tutoring provider using the link provided in the introductory email.
- Select immediate 1:1 tutoring or scheduled tutoring.
 - Immediate tutoring provides a match within 1 minute (i.e., the first available expert in that subject area).
 - Scheduled tutoring displays a form on which the employee provides detail on their specific needs and scheduling preferences.

When scheduling tutoring, the tutoring provider will suggest a match (based on criteria provided) within 2 business days.

The employee can then schedule up to 4 hours (in one-hour increments) of tutoring directly on the provider website.

When do I select the subject matter for a tutoring session?

Within one business day of submitting a Bright Horizons Back-Up Care reservation for tutoring, you will receive an email from the tutoring provider with instructions on creating an account on their website. You can find a tutor and select the subject matter directly from that site.

Are same-day reservations available?

Not at this time. Tutoring providers will respond within one business day of a reservation submission through the Bright Horizons Back-Up Care site or mobile app. Once a tutoring provider has responded, users can request immediate tutoring, or schedule tutoring for a future date.

Can I reserve the same tutor for multiple tutoring reservations?

Yes. If you choose the matching option, you can continue to work with the same tutor (based on the tutor's schedule and availability).

Can I reserve tutors for myself and multiple children?

Yes, you can reserve tutoring for yourself and any dependent ages 5 and up.

Can I reserve tutors on different subjects?

Yes. Within one business day of submitting a Bright Horizons Back-Up Care reservation, you will receive an email from the tutoring provider with instructions on creating an account on their website. You can find tutors on the provider site you made the reservation with.

How far out can I reserve tutoring?

Tutoring requests follow existing back-up care reservation policies for your organization, which is generally up to 90 days in advance.

What is the cancellation policy for tutoring reservations?

When you request tutoring through the Bright Horizons Back-Up Care site or mobile app, you effectively “trade” a use of back-up care for tutoring hours. At that point, the hours are credited to your tutoring account and any adjustments to your tutoring schedule will be managed with the tutoring provider. The hours will remain in your tutoring provider account for 90 days and can be scheduled in small increments according to your needs.

Questions?

Call the Bright Horizons toll-free number at 855-853-5017. Care consultants are available 24 hours per day, 7 days a week.

FREQUENTLY ASKED QUESTIONS

Bright Horizons Elder Care

FAQs: Overview

Bright Horizons Elder Care

Your employer has partnered with **Bright Horizons**[®] to help you better manage your many work, family, and personal responsibilities.

Bright Horizons Elder Care[™] provides personalized support to manage caregiving plans for your elder loved ones.

Benefit Details

Register for this free benefit by visiting:
<https://clients.bright Horizons.com/sonypictures>

Questions? Call 833-BH-ELDER (243-5337)

Bright Horizons Elder Care

What's included in Bright Horizons Elder Care?

This benefit gives you access to:

- Unlimited use of an online platform that will help you plan and coordinate care
- Ongoing support and personalized guidance from a dedicated, experienced Care Coach
- In-home assessments to determine a customized care plan based on your loved one's needs
- Legal and financial assistance, including free initial consultations and discounted legal services
- Specialized referrals to local service providers
- Quick access to all services, including in-home back-up elder care, through one landing page

How is it different from my Employee Assistance Program (EAP)?

Bright Horizons Elder Care offers dedicated support from a Care Coach, as well as access to a comprehensive online platform. The benefit acts as your partner throughout the caregiving journey, while a conventional EAP elder care service is solely transactional.

How will I benefit from using Bright Horizons Elder Care?

Our goal is to support your work/life short-term and long-term needs — helping all members of today's families is at the heart of everything we do. Your Care Coach will strive to understand and accommodate your communication style, work schedule, and values, while also aiming to reflect those values throughout your caregiving journey.

Care Coaches & Consultants

What is a Care Coach?

Planning for the future can be stressful and unpredictable. Your Care Coach is an expert in the field of elder care and will make life easier by facilitating family conversations, sharing timely resources, and offering support through phone consultations and family conference calls.

What credentials and qualifications do Care Coaches have?

Care Coaches are experienced professionals with a background that includes:

- A degree in a field related to elder care, such as counseling, gerontology, mental health, nursing, occupational therapy, physical therapy, psychology, or social work
- Experience working in the direct practice, administration, or supervision of individualized services to the elderly and their families
- 2+ years of post-degree supervised experience in elder care management

How and when will I be assigned to a Care Coach?

You're in the driver's seat. You can choose to engage with a Care Coach immediately upon enrolling in Bright Horizons Elder Care, or at a later stage. You also have complete discretion over what information a Care Coach can view within the platform. Once you've been assigned to a Care Coach, you'll remain paired throughout your entire caregiving journey. However, if you'd like to switch coaches for any reason, you can always change out your current coach and request a new one.

How many financial assistance consultations can I schedule?

You have access to unlimited one-hour sessions via phone. For straightforward questions, our financial consultants may be able to provide issue resolution and assistance on the spot during your initial call. For in-depth discussions, you can schedule a session for each separate financial issue with an accredited financial counselor.

What financial issues are covered in these consultations?

Our experts handle a range of questions and topics including estate planning, wills, trusts, care arrangements, social security and retirement benefits, protection against elder abuse, and household budgeting.

Will a consultant help answer questions regarding Medicare/Medicaid?

Legal and financial consultants will answer your specific questions regarding eligibility for Medicare/Medicaid. They will also help you access the necessary paperwork, which varies from state to state.

Platform Details

What is the Bright Horizons Elder Care platform?

The Bright Horizons Elder Care website is designed to serve as a hub for planning, communication, and coordination of care tasks for everyone on your caregiving team. Through the platform, you can create and manage a detailed daily caregiving schedule, assign tasks, send alerts to other caregivers about pending or past-due tasks, post updates and exchange messages or photos with other care team members, and securely store files or critical care information through the Safekeeper tool. You also have access to a resource library within your account.

How does the Bright Horizons Elder Care platform facilitate communication?

Members of the care team can communicate with each other in several ways, including:

- **Discussion Threads:** Each discussion has individual viewing permissions, and can only be seen by the care team members invited to participate. Threads are easy to access via the desktop and mobile apps.
- **Task Notifications:** Notifications for upcoming and overdue tasks can be automatically sent to the appropriate care team members on an individual task basis.
- **Direct Messaging With Your Care Coach:** You can access messages from the home page and the Expert Help tab. You can also include files and relevant links in your messages to provide context for a timely question or materials for the coach's review.

How can the platform help with scheduling?

Bright Horizons Elder Care helps you with tracking appointments, physician information, medicine dosages, exercise regimens, and the many other tasks that support your loved one's ongoing needs. By using our calendaring tool, you can create events, appointments, or tasks. These can be assigned to yourself or others on the team to ensure that no task gets overlooked.

Will Bright Horizons Elder Care help me choose respite care or paid caregivers?

Yes. Your Care Coach and extended team can help you find any number of local service providers, including paid caregivers for respite care and other needs. Your Care Coach can also obtain information on local providers, verify that they provide the services you've requested and operate during the hours needed, and provide you with contact details and supporting information directly through the platform. Your Care Coach will be available to answer any questions and can join you on exploratory calls with potential providers.

Mobile Application

Can I access the platform through a mobile app?

You can download the *Bright Horizons Elder Care* app right to your phone for quick, easy access to key discussions, important files, and more. Just search "Bright Horizons Elder Care" in the [App Store](#) or [Google Play](#).

What does the mobile app provide?

The mobile app gives you access to all the features you'll need most often:

- Manage appointments, medicine dosages, exercise regimens, and other caregiving tasks
- Confidentially document, store, and access health history and care plans
- Share information, communicate, and stay in sync with family, in-home aides, and other members of the care team

- Connect and engage through chat messages and sharing photos and videos

Who can use the mobile app?

You can invite and interact with all members of your care team through the Discussion and To-Do features in the mobile app. Care team members can then send and respond to discussion comments, as well as assign to-dos.

Is there an app for elders?

Yes. We also offer *Bright Horizons Elder Assist*, a companion app designed specifically with seniors in mind. Optimized for use on tablets, the application gives your loved ones an easy-to-read view of messages, tasks, calendar items, and photos. Just search “Bright Horizons Elder Assist” in the [App Store](#) or [Google Play](#).

On-Site Assessments

Who conducts on-site assessments? What are their qualifications?

When you request on-site assessment services and related assistance through Bright Horizons Elder Care, your Care Coach will identify a local geriatric care expert certified by the Aging Life Care Association, one of the nation’s largest and most widely recognized trade associations for geriatric care professionals.

Aging Care Professionals, or ALCPs (formerly known as Geriatric Care Managers), have the following qualifications:

- At least one degree in a field related to elder care, such as counseling, gerontology, mental health, nursing, occupational therapy, physical therapy, psychology, or social work
- Experience in the direct practice, administration, or supervision of individualized services to the elderly and their families
- 2+ years of post-degree supervised experience in elder care management
- At least one ALCA-approved certification, such as:
 - Care Manager Certified (CMC)
 - Certified Case Manager (CCM)
 - Certified Advanced Social Work Case Manager (C-ASWCM)

- Certified Social Work Case Manager (C-SWCM)

Availability of on-site assessments in some regions may be limited by COVID-19 precautions. Please consult the Bright Horizons Elder Care platform for the latest information.

How does the assessment work?

The local ALCP your Care Coach identifies will contact you to coordinate an introductory call. During this call, the ALCP will review the assessment process, discuss expectations, provide an overview of how the on-site assessment will go, and explain what the resulting plan will cover.

The on-site assessment will likely take several hours and include interviews with your loved one and their caregivers, as well as a review of the living space. Once it's complete, the ALCP will work with your Care Coach to create a detailed care plan, including information regarding your loved one's living arrangements.

What does the assessment cover?

The assessment can cover topics such as strategies for addressing declining mobility or cognitive function, recommendations on current and anticipated care needs, evaluation of the current living environment, and proposal of any modifications required for your loved one's safety and well-being, and many more.

Back-Up Care

What if I need back-up care for my elder loved one?

Through your benefit, you also have access to *Bright Horizons Back-Up Care™* and can use it whenever you or your loved one need an extra hand. Back-up care can be provided to your adult or elder family member in the comfort of his or her own home, an assisted living facility, or your own home. Any adult or elder for whom you have caregiving responsibilities is covered. Some reasons you may choose to use back-up care for an adult or elder family member may include:

- **Respite care** — which is perfect if your adult or elder family member's normal caregiver is not available, or if that primary caregiver needs a day outside the house.
- **Recovery care** — which is a great option if your adult or elder family member has had minor surgery and needs a caregiver for the first few days of recovery at home.

FREQUENTLY ASKED QUESTIONS

Bright Horizons Enhanced Family Supports

FAQs: Overview

Bright Horizons Enhanced Family Supports

Your employer has partnered with **Bright Horizons**[®] to help you better manage your many work, family, and personal responsibilities.

Bright Horizons Enhanced Family Supports[™] offers discounts on top child care, tutoring, elder care, summer camp, new parent, and STEM learning providers for your family. Services include:

- Free premium access to Sittercity, a fantastic solution for finding babysitters, pet care providers, and housekeepers
- Local, personalized placement service that will help you find a full-time or on-call nanny
- Special privileges for full-time child care, such as preferred enrollment and waived registration fees at Bright Horizons centers
- Exclusive elder caregiving resources
- Tutoring, STEM programs, summer camps, and small-group classes for school-age children
- Parental leave, caregiving, medical, and developmental resources for expecting and new parents

Find Support Now

Visit <https://clients.brighthorizons.com/sonypictures>

Please Note: Current offerings provided under Bright Horizons Enhanced Family Supports are subject to change. Check your benefit site for details on the current program.

Babysitters & Housekeepers

What services are included with this benefit?

Your free, premium Sittercity membership enables you to quickly find babysitters, housekeepers, pet care, and more, and includes unlimited basic background checks at no cost. The service also includes online forums, tools, and resources that will help you choose someone that meets your preferences and needs for occasional and everyday child care, care for children with special needs, household help, and even dog walkers.

Who is eligible for care?

Anyone. Since you are responsible for all arrangements and costs, you can use these tools and resources to self-select care through Sittercity for anyone you want, as many times as you want.

How do I access care?

To access these tools and resources, go to your Bright Horizons benefit page and navigate to the “Find Sitters” or Sittercity tile. This will bring you to your employer’s Sittercity homepage, where you will create a username and password to gain access and begin to search for the solution to your care needs.

Will use of this benefit impact the use limit I have for *Bright Horizons Back-Up Care™*?

No. Your use of Sittercity does not impact your back-up care use allowance. Many people find that Sittercity is a great solution for finding care once you have used all of the annual back-up care visits available through your employer.

If I am already a registered Sittercity customer, do I have to re-register?

No, you do not have to re-register. You can use your existing username and password to access the Sittercity website. Simply contact the Sittercity Membership Services team at 1-888-748-2489 to have your personal account moved under your employer’s account.

Will I get a refund for fees paid as a retail customer?

Please contact Sittercity Membership Services at 1-888-748-2489 for help with receiving a prorated refund.

What is the typical cost of care on Sittercity?

The cost of care varies based on geographic region, type, number of children or pets, and age of care recipients (i.e., infant care prices often differ from the cost of care for school-age children). Sittercity offers a rate calculator in the Trust and Safety Center, which can help you determine market pricing for the services you need. You can indicate a preferred hourly rate when posting a job and work with caregivers that best fit your financial requirements.

How can I evaluate and select the caregiver that seems right for me?

Sittercity has a variety of filters to help match caregivers to your needs and preferences. You can also browse caregiver profiles, which may include pictures, references, and reviews. In addition, you can run unlimited basic background checks at no charge through your employer benefit and receive discounts on enhanced background checks.

What kind of background checks do I have access to?

You can run basic background checks for free through your employer benefit, receive discounts on enhanced background checks, and view results of those you previously completed.

Can I get a more enhanced background check if I want it?

Yes. You can get an enhanced background check for an additional fee (ranging from \$20-\$60).

How do I contact Sittercity for support?

You can call Sittercity at 888-748-2489 or email support@sittercity.com.

Nanny Placement & On Call Sitters

What services are included with this benefit?

Jovie, formerly College Nannies & Sitters, works with families to provide fun, well-trained long-term nannies and on-call sitters who are equipped with the tools and support they need to bring order and joy to homes.

How does the nanny placement process work?

This service is offered through Jovie and starts with a family consultation to establish your family's unique needs. After signing up with a local Jovie office and paying the one-time registration fee, they will evaluate your schedule, your children's ages, job duties, interests, and desired

experience and attributes for your perfect nanny. As candidates are identified, you will receive an electronic profile for review and arrangements will be made for candidate interviews. Jovie will follow up with both your family and the candidate to ensure both parties feel it is a great fit before moving forward. After selection, orientation will be provided for the new nanny, and Jovie is available to help with the process of settling in for an exceptional experience. The nanny placement fee and hourly charges for care will be paid by you directly to the local Jovie office.

Is there a placement fee to hire a Jovie on-call sitter?

A placement fee is only applied to full-time and long-term nanny placements, not for on-call sitters. Families interested in a Jovie sitter will pay the one-time registration fee to their local Jovie office and then only pay the sitter's hourly rate when care is used.

How do I access the service?

To connect with Jovie, visit your Bright Horizons benefits page and navigate to "Nanny Placement" or Jovie tile. This will bring you to the Jovie website, where you can submit a [short inquiry form](#). Your local Jovie office will make contact within 48 hours to begin the consultation process to learn more about your care need and if a nanny or a sitter would be the right choice for your family.

Do all nannies and sitters have a college education?

Most nannies and sitters have completed some type of post-secondary education. Many are either current college students or recent college graduates.

How are the nannies and sitters screened and trained?

A comprehensive background screen is conducted by an accredited national background screening agency and includes state and federal criminal history, National Sex Offender database check, and address history. This is completed as part of securing a nanny or sitter and comes at no additional fee to families. During initial orientation, all nannies and sitters must take training courses on child safety, security, child development, and age-appropriate fun. For ongoing training, Jovie offers videos, print resources, resource directories, the most up-to-date tools available, and the ongoing professional guidance of the local Jovie team. You can also elect to be matched with a nanny who is trained as a learning coach to support students with online instruction — see more information below.

How long will it take to find a nanny or a sitter for my family?

This process usually takes 2-6 weeks, depending on your family's unique needs. In the meantime, Jovie takes care of your immediate childcare needs through reliable sitters. Jovie sitters offer a temporary solution for the childcare families need while Jovie finds the right ongoing nanny for your family.

If you are interested in hiring the occasional sitter for a date night, school closing, or temporary arrangement, a call to your local Jovie office can help you get set up with the care you need when you need it.

What discounts are available as part of my benefit?

As of May 16, 2024, you will receive 50% off the Jovie one-time registration fee of \$200 for your nanny or sitter.

What happens if our nanny or sitter doesn't work out?

Jovie provides a replacement nanny at no additional charge, if required for any reason, during the first 12 weeks of the placement.

If you are interested in changing sitters, your local office or MyJovie app can help facilitate that search.

How do I contact Jovie for support?

Jovie is a national franchise spanning 125 offices across 28 states. You can find and contact your local Jovie office for support [here](#).

Center-Based Child Care

What is Preferred Enrollment?

Preferred Enrollment allows you to gain access to available full-time child care spaces in Bright Horizons centers ahead of the general community.

Will discounts be offered at Bright Horizons centers?

Discounts are not offered at Bright Horizons centers.

Do I have to pay a registration fee to enroll?

Your registration fee at Bright Horizons centers is waived through Preferred Enrollment. When selecting a center from your Bright Horizons benefits page, download the available coupon, print it, and bring it with you when you visit.

If I move my child to another Bright Horizons center, will the new registration fee be waived?

Yes. If you enroll your child at a new Bright Horizons center location that accepts Preferred Enrollment, your registration fee will be waived. This is also true for enrolling multiple children.

Where can I receive tuition discounts?

Your Bright Horizons benefit provides you with a discount of up to 10% off child care tuition at participating centers in our partner network (excludes Bright Horizons centers).

Which age groups are eligible for a tuition discount at participating centers?

Tuition discounts vary by center, and in some cases are available only for children ages 2 and older. Check with your preferred network center for details.

Can I receive the discount if my child is already enrolled in a participating center?

If you are currently enrolled in a participating network center that offers a tuition discount, please reach out to your center director for more information. Some discounts are only available for new enrollments. Please refer to your benefit website to identify the discounts available to you. Discounts cannot be applied retroactively.

How do I find child care centers that offer Preferred Enrollment and Tuition Discounts?

Visit your Bright Horizons benefit page and navigate to the “Secure Full-Time Care in a Quality Child Care Center” or “Child Care Centers” tile. This will bring you to the center search feature, where you will be able to browse and explore center options in your area.

Is care available for family members with special needs?

We make every effort to accommodate care recipients with special needs, which may include physical, emotional, or developmental challenges.

Elder Care

What services do I have access to through Years Ahead?

Years Ahead connects you with elder care tools and resources — including search tools and referrals. Your Bright Horizons benefits include free access to this online elder care platform.

What will Years Ahead help me with?

Through Years Ahead, you can take a needs assessment online for your loved one, learn about elder care options, access elder care resources, and get guidance in finding senior care providers near you or your loved one.

How do I access care through Years Ahead?

To access these tools and resources, visit your Bright Horizons benefits page and navigate to “Find Elder Care” or Years Ahead tile. This will direct you to your employer’s Sittercity homepage. Select Years Ahead in the Membership Activation form, and then create a username and password to gain access.

Can I register for Sittercity and Years Ahead under one account?

Sittercity and Years Ahead have separate registrations.

What resources are available to me through Years Ahead?

Through Years Ahead, you can search a nationwide network of senior care providers that includes in-home agencies, independent living facilities, assisted living facilities, memory care, and nursing homes. You can browse providers’ profiles, which may include program information, photos, experience and capabilities, pricing, and reviews. The site also offers articles, cost calculators, and other tools to help you make informed decisions about care for your loved one.

Who can I contact if I need help?

Customer support is available by email at support@yearsahead.com or by phone at (877) 719-3056. Support hours are 8:00 a.m. - 4:00 p.m. CT.

The Years Ahead customer support team can help with a range of requests, including but not limited to registration questions, help using the site, information on available resources, how to pay for senior care, and understanding the different kinds of senior care available.

What is the typical cost of care on Years Ahead?

There is no cost to use the Years Ahead website. The cost of care through the Years Ahead agencies and facilities will vary based on the level of care and, in the case of in-home providers, the number of hours per week. Agencies and facilities listed on Years Ahead will provide cost information directly to you in response to your inquiry.

Steve & Kate's Camp

What types of services are available?

Enroll your child in camp spaces at Steve & Kate's locations across the country, with an exclusive discount.

How does Steve & Kate's Camp work?

Steve & Kate's runs camps that operate around your needs, where kids take chances and shape their experience, choosing from a number of creative, active, enriching, and — of course — fun activities each day. Built for working families, Steve & Kate's operates on a flexible model with refunds for any unused passes at the end of the summer.

How do I access the service?

Visit your Bright Horizons benefits page, then navigate to the "Camp," "Summer Days Camps," or Steve & Kate's tiles. You'll be guided to Steve & Kate's registration to set up your account and activate your special savings.

What are the qualifications of Steve & Kate's staff?

After 40 years of running camp, Steve & Kate's has a knack for finding caring counselors who are ready to roll up their sleeves, play hard, and champion kids' passions. All counselors are background checked and CPR/First Aid Certified; plus, they get ongoing training and support from camp directors.

What discounts are offered through my benefit?

Get \$10 off per day when you reserve a week or multiple weeks of camp. Or enroll your child for the whole summer and get \$300 off.

Who can I contact if I need help?

Please reach out to your local Steve & Kate's team with any questions! Visit the Steve & Kate's site via your Bright Horizons benefits page and select your preferred location to see contact details for the local team.

Before- and After-School Programs

What types of services are available?

Enroll your child in safe, engaging, and meaningful extracurricular programs to support their learning and provide you with peace of mind. Get discounts for Right at School programs — on-site at participating school campuses across the country.

How does Right at School work?

Right at School offers before- and after-school programs on-site at elementary and middle schools across the country. Students attend daily Right at School programs in the same school they attend for daytime instruction without the need for transportation to an off-site location.

How do I access the service?

Visit your Bright Horizons benefits page and navigate to the “Before- and After-School Care” section on the site or the Right at School tile. These will take you to the Right at School site, where you can click “Find Your Program” to see if programs are offered at your child’s school.

What are the qualifications of Right at School’s staff?

Right at School staff are dedicated and experienced educators with a passion for working with children. As part of their focus on safety, all employees must pass rigorous background checks and meet local school district requirements. In addition, their commitment to providing enriching academic and social experiences is supported by extensive professional development, training, and mentorship for all Right at School educators.

What discounts are offered through my benefit?

You get a 10% discount on Right at School programs.

Who can I contact if I need help?

Contact your local program with questions. Visit the “Find your program” feature via your Bright Horizons benefits page and select your local program from the list for contact details. Or call 855-AT-SCHOOL.

Pet Care

What pet care services do I have access to through Sittercity?

As part of your free Sittercity membership, you can easily use the online database to find options for all your pet care needs — dog walking; coordinating check-ins, visits, pick-ups, and drop-offs; pet sitters and/or overnight care; bathing, grooming, and training resources; and more.

How do I access pet care services?

Visit My Bright Horizons and search for 'Sittercity' in the search bar in the top right-hand corner. Once you click the tile, navigate to the Sittercity platform to create an account and search for pet care providers.

What types of pet care resources does Sittercity offer?

Post a job listing or use the search filter to find just the right fit for you and your pet. Access information and screen potential candidates based on years of experience, completed background checks, regular and short-notice availability, type(s) of pets cared for, and more.

How do I contact Sittercity for support?

You can call Sittercity at 888-748-2489 or email support@sittercity.com.

Education Support and Tutoring

What types of services are available?

Your Bright Horizons benefit gives you easy access to high-quality tutoring, test-prep, and academic support providers, offering a variety of online and in-person options with exclusive discounts.

How do I access education support and tutoring providers?

In the My Bright Horizons search bar, search for each partner below by name. Locate the tile for the partner you're searching for and click to navigate to the partner portal for use.

Revolution Prep

What services does Revolution Prep offer?

Revolution Prep offers premium academic support and test preparation for students in grades K-12, including personalized tutoring with a curriculum tailored to each child's needs and interests and step-by-step test preparation with a full-time, highly trained tutor.

What discounts are offered through my benefit?

You receive a 15% discount off tutoring rates. You pay between \$79 and \$159 per hour for one-on-one tutoring with the discount, depending on the experience level of the tutor and the number of sessions purchased. A five-hour package for small-group tutoring is \$159 with the discount.

How do I contact Revolution Prep for support?

You can call Revolution Prep at 877-738-7737.

Varsity Tutors

What services does Varsity Tutors offer?

Varsity Tutors offers virtual tutoring in one-on-one and small group formats on more than 3,000 subjects. When families sign up, they are assigned an educational consultant who helps identify the best tutor for their needs from more than 40,000 available tutors and instructors. Also offered are hundreds of enriching online classes, camps, and extracurriculars for children ages 5-18, as well as online learning tools including instant homework help, adaptive testing, and learning labs.

What discounts are offered through my benefit?

You receive a 20% discount off most programs. With Varsity Tutors, one-on-one tutoring starts around \$50 per hour with the discount. Discounted group classes start at \$10 per hour, with an average price of \$20 per hour.

How do I contact Varsity Tutors for support?

You can call Varsity Tutors at 800-828-6354.

Sylvan Learning

What services does Sylvan offer?

Sylvan offers in-person and virtual tutoring designed around a child's strengths and needs and aligned with state standards. Sylvan tutors take a three-step approach to working with students: first creating a learning plan, then adapting the plan to the child's skill level and pace, and finally applying that learning plan to directly impact their success in school.

What are the qualifications of Sylvan Learning's teachers?

Sylvan Learning has certified teachers who know how to challenge and inspire children. Teachers are versed in their curriculum, and Sylvan’s curriculum aligns with state and provincial standards.

What discounts are offered through Bright Horizons?

You receive 15% off most Sylvan services.

Who can I contact if I need help?

You can contact your preferred Sylvan location with questions. To do so, start by filling out the form and selecting the location of your choice, or the virtual option, from the drop-down menu.

Enrichment and STEM

What types of services are available?

Your Bright Horizons benefit gives you discounted access to a range of hands-on, fun, and educational learning programs for your child, offering a variety of online and in-person options for ages 3-14.

How do I access enrichment and STEM providers?

In the My Bright Horizons search bar, search for each partner below by name. Locate the tile for the partner you’re searching for and click to navigate to the partner portal for use.

MarcoPolo Learning

What services does MarcoPolo Learning offer?

MarcoPolo World School is a learning app featuring award-winning STEAM and literacy content designed by early education specialists. The app includes more than 500 premium video lessons and 3,000 interactive learning activities.

What discounts are offered through my benefit?

You receive discounts of \$30 (or 37%) off the MarcoPolo Learning annual subscription.

How do I contact MarcoPolo for support?

You can email MarcoPolo at support@marcopololearning.com.

Code Ninjas

What services does Code Ninjas offer?

At Code Ninjas, kids learn to code while building their own video games in a fun, safe, and inspiring environment. Kids gain confidence, logic, resourcefulness, and problem-solving skills that will serve them for the rest of their lives.

What are the qualifications of Code Ninjas' staff?

Code Senseis are a mix of high school and college-age students with backgrounds in coding and education. They are trained to mentor young children, facilitate delivery of the curriculum, and transfer their own knowledge in a safe, constructive way.

What discounts are offered through Bright Horizons?

You can save up to 10% off programs for children ages 7-14 at participating locations.

Who can I contact if I need help?

Contact your local Code Ninjas team with questions. Visit the Code Ninjas site via the Bright Horizons benefits page and then select a preferred location to see contact details for your local team.

Little Passports

What services does Little Passports offer?

Little Passports is a service that provides globally inspired, hands-on art and science activities and stories. Kids will build and foster independence and curiosity through hands-on adventures that encourage exploration and question-asking

What discounts are offered through my benefit?

You receive a 25% discount off your first payment for any subscription type.

How do I contact Little Passports for support?

You can contact Little Passports via [email](#) or [live chat](#).

codeSpark

What services does codeSpark offer?

CodeSpark is a learn-to-code app that teaches children the basics of computer programming. Sometimes, screen time is necessary – instead of eliminating it altogether, make it full of engaging skill-building opportunities.

What discounts are offered through my benefit?

You receive a 20% discount on an annual subscription.

How do I contact codeSpark for support?

You can contact codeSpark at support@codespark.com.

Birth & Infant Parent Resources

What types of services are available?

Your EFS benefits help expecting families and infant parents thrive in their career with a curated bundle of valuable pre-planning, childbirth, and post-birth supports.

How do I access Birth & Infant Parenting resources?

In the My Bright Horizons search bar, search for each partner below by name. Locate the tile for the partner you're searching for and click to navigate to the partner portal for use.

Parental Leave Toolkit

What services does Parental Leave Toolkit offer?

Parental Leave Toolkit is a collection of resources designed to support expecting parents as they plan for and take their parental leave after the birth of a child, including personalized plans, checklists, and coaching tools. These are presented via a timeline where a user is recommended certain tasks and associated resources based on how close they are to the birth of their child / return to work.

What discounts are offered through my benefit?

You have free access to the full toolkit.

How do I contact the Parental Leave Toolkit team for support?

You may request support through My Bright Horizons or your employer-specific landing page.

NAPS

What services does NAPS offer?

NAPS provides families with resources to navigate through the stages of pregnancy and early parenting through personalized support by trained medical professionals. Their services include live and on-demand courses and webinars, parenting support groups, "Ask a Nurse," expert-led consultations (breastfeeding, sleep).

What discounts are offered through my benefit?

You receive a 20% discount on all NAPS services.

How do I contact NAPS for support?

You can contact NAPS at hello@nurturebynaps.com or (857) 496-5095.

BabySparks

What services does BabySparks offer?

BabySparks is an app offering thousands of activities for parents to do with their children ages 0-3 and includes resources to track childhood milestones.

What discounts are offered through my benefit?

You receive a 60% discount on an annual premium subscription.

How do I contact BabySparks for support?

You can contact BabySparks via [email](#).